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CAMPBELL STEPHENSON LLP
11401 CENTURY OAKS TERRACE
BLDG. H, SUITE 250
AUSTIN, TX 78758

EXAMINER	
VO, HUYEN X	

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Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

Office Action Summary	Application No.	Applicant(s)	
	10/039,118	JONES ET AL.	
	Examiner	Art Unit	
	Huyen X. Vo	2626	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

1)☒ Responsive to communication(s) filed on *29 August 2007*.

2a)☒ This action is **FINAL**. 2b)☐ This action is non-final.

3)☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

4)☒ Claim(s) *1-27,35-38 and 40* is/are pending in the application.

4a) Of the above claim(s) _____ is/are withdrawn from consideration.

5)☐ Claim(s) _____ is/are allowed.

6)☒ Claim(s) *1-27,35-38 and 40* is/are rejected.

7)☐ Claim(s) _____ is/are objected to.

8)☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

9)☐ The specification is objected to by the Examiner.

10)☒ The drawing(s) filed on *04 January 2002* is/are: a)☒ accepted or b)☐ objected to by the Examiner.

Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).

Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).

11)☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

12)☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).

a)☐ All b)☐ Some * c)☐ None of:

1.☐ Certified copies of the priority documents have been received.

2.☐ Certified copies of the priority documents have been received in Application No. _____.

3.☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

1) ☐ Notice of References Cited (PTO-892)
2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
3) ☐ Information Disclosure Statement(s) (PTO/SB/08) Paper No(s)/Mail Date _____.
4) ☐ Interview Summary (PTO-413) Paper No(s)/Mail Date. _____.
5) ☐ Notice of Informal Patent Application
6) ☐ Other: _____.

DETAILED ACTION

Response to Amendment

1. Amended limitations presented in independent claims were previously presented in dependent claims, which were previously rejected. Applicant does not provide detailed argument on how the prior art of record fail to read on these limitations.

Rejections - 35 USC § 103

2. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

> (a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negatived by the manner in which the invention was made.

3. Claims 1-5, 7-8, 12, 15-20, 37-38, and 40 are rejected under 35 U.S.C. 103(a) as being unpatentable over Bennett et al. (US 6633846) in view of Loveland (US 7054819), and further in view of Denenberg et al. (US 6724864).

4. Regarding claims 1, 3, 15-16, 38, and 40, Bennett et al. disclose a method, system, and computer-readable medium for accessing data from an enterprise data system via user voice input:

enabling access to a domain of the enterprise data system, wherein each of a plurality of domains of the enterprise data system corresponds to a respective object or

type of data (*the operation of figure 1, book and music are two different domains in col. 35, lines 24-26*);

receiving a spoken language query to be performed against data stored in the accessed domain (*the operation of figure 1, speech input from client side*);

converting the spoken language query into a data query and executing the data query to retrieve data that corresponds to the query in the accessed domain (*elements 182-184 in figure 1 and/or col. 24, line 56 to col. 25, line 12*); and

providing feedback data corresponding to data retrieved from the accessed domain in a verbal format, wherein the providing the feedback data comprises: performing a text-to-speech conversion on retrieved data to generate audio data (*col. 25, line 62 to col. 26, line 3 and figure 11C*); and interspersing prompt and retrieved data (*col. 38, lines 5-10*).

Bennett et al. fail to specifically disclose authenticating a login, wherein the authenticating comprises: querying a database with a voice identifier, in response to the querying, verifying the voice identifier and receiving a password for the enterprise data system from the database, and establishing a connection with the enterprise data system using the password for the enterprise data system.

However, Loveland teaches authenticating a login, wherein the authenticating comprises: querying a database with a voice identifier, in response to the querying, verifying the voice identifier and receiving a password for the enterprise data system from the database, and establishing a connection with the enterprise data system using the password for the enterprise data system (*the operation of figure 8 or referring to col.*

19, line 55 to col. 20, line 58, user's voice is authenticated by the voice print application 200; the voice print application then retrieves identification/password stored field 536 from the voice authentication database 530 to log the user into the data system).

Since Bennett et al. and Loveland are analogous art because they are from the same field of endeavor, it would have been obvious to one of ordinary skill in the art at the time of invention to modify Bennett et al. by incorporating the teaching of Loveland in order to improve speaker authentication scheme to prevent unauthorized user from gaining access to provided services.

The modified Bennett et al. still fail to specifically disclose the step of interspersing the audio data with waveform data of prompts to generate a verbalized system response. However, Denenberg et al. teach the step of interspersing the audio data with waveform data of prompts to generate a verbalized system response (*see abstract section*).

Since the modified Bennett et al. and Denenberg et al. are analogous art because they are from the same field of endeavor, it would have been obvious to one of ordinary skill in the art at the time of invention to further modify Bennett et al. by incorporating the teaching of Deneberg et al. in order to provide quality dialog with the user.

5. Regarding claim 2, Bennett et al. further disclose the method of claim 1, wherein the data query includes reference to a unique enterprise data system user identifier

such that the ad hoc query returns user-specific data (*col. 25, line 62 to col. 26, line 3 and/or referring to figure 11C*).

6. Regarding claims 4 and 17, Bennett et al. further disclose the method of claim 1, further comprising: converting the spoken natural language query into a data request in an application-readable form (*col. 24, line 56 to col. 25, line 12*); identifying one or more objects and data criteria corresponding the spoken natural language query by processing the data request (*col. 25, lines 1-12*); and formulating the data query based on any objects and data criteria that are identified (*col. 25, lines 1-12*).

7. Regarding claims 5 and 18, Bennett et al. further disclose the method of claim 4, wherein the enterprise data system includes an object manager and data manager that are used to enable access to data stored in an enterprise database, further comprising: passing information corresponding to any objects and data criteria that are identified to the object manager (*col. 25, lines 1-61 and/or referring to figures 11A-B*); formulating a database query based on the objects and data criteria passed to the object manager in consideration of enterprise database schema information available to the data manager (*col. 25, lines 1-61 and/or referring to figures 11A-B*); submitting the database query to the enterprise database (*col. 25, lines 1-61 and/or referring to figures 11A-B*); receiving a result set back from the enterprise database in response to the database query (*col. 25, lines 62 to col. 26, line 3 and/or referring figure 11C*); and processing the result set to produce the feedback data (*col. 25, lines 19-61*).

8. Regarding claim 7, Bennett et al. further disclose the method of claim 1, wherein converting the spoken natural language query into the data query comprises: receiving user voice input as digital waveform data (*Input Speech in figure 1*); passing the digital waveform data to a voice recognition component (*SRE 155 and 182 in figure 1*); receiving application-readable data from the voice recognition component corresponding to the spoken natural language query (*col. 25, lines 1-12*); and processing the application-readable data to determine what data the user desires to retrieve (*col. 25, lines 1-47*).

9. Regarding claim 8, Bennett et al. further disclose the method of claim 2, further comprising: defining a grammar syntax language comprising a plurality of grammars specifying grammatical formatting of legal user inputs (*col. 19, lines 27-67 and col. 27, lines 20-67*); and determining what the user desires to retrieve by processing user voice input in consideration of the grammar syntax language (*col. 19, lines 27-67*).

10. Regarding claim 19, Bennett et al. further disclose the method of claim 18, wherein use of the object manager and data manager abstracts objects from how data corresponding to the objects are stored in the enterprise database such that a schema of the enterprise database may be changed without requiring any changes to any voice access system component that is external to the enterprise data system (*Database 188, the database is simply a piece of memory, where data are entered/updated frequently*

ready to be accessed by the subscriber. The database is inherently independent of other processing units. Therefore, changing the contents of the database will not affect other processing units).

11. Regarding claim 20, Bennett et al. further disclose the method of claim 15, further comprising: retrieving data pertaining to a selected object for the user from the enterprise data system through use of the unique user identifier upon login to the voice access system (*see claim 15 for steps of gaining access to the data system*); and providing feedback data corresponding to any data that are retrieved in a verbal format to the user via the communications connection (*col. 25, line 62 to col. 26, line 3 and figure 11C*).

12. Regarding claim 37, Bennett et al. fail to specifically disclose the method of claim 16, wherein the verifying comprises: if the user identifier was input in a verbal form, verifying a verbal form user identifier; if the user identifier was input via a keypad on the telephone, verifying a tone form user identifier; if the PIN was input in a verbal form, verifying a verbal form PIN; and if the PIN was input keypad on the telephone, verifying a tone form PIN. However, Loveland further teaches if the user identifier was input in a verbal form, verifying a verbal form user identifier; if the user identifier was input via a keypad on the telephone, verifying a tone form user identifier; if the PIN was input in a verbal form, verifying a verbal form PIN; and if the PIN was input keypad on the telephone, verifying a tone form PIN (*19, line 55 to col. 20, line 58*).

Since Bennett et al. and Loveland are analogous art because they are from the same field of endeavor, it would have been obvious to one of ordinary skill in the art at the time of invention to modify Bennett et al. by incorporating the teaching of Loveland in order to improve speaker authentication scheme to prevent unauthorized user from gaining access to provided services.

13. Regarding claim 12, Bennett et al. further disclose the method of claim 1, wherein providing feedback data corresponding to data retrieved from the enterprise data system in a verbal format to the user comprises: passing data retrieved from the enterprise data system to a text-to-speech conversion component (*TTS 159 in figure 1*); receiving text-to-speech (TTS) digital waveform data from the text-to-speech conversion component corresponding to the data passed to it (*output of the TTS 159 in figure 1*); an audible sound in response to processing the digital waveform data to produce a verbalized feedback to the user (*output of the TTS 159 in figure 1*).

Bennett et al. fail to specifically disclose the steps of storing a plurality of prompt audio files, each comprising prompt digital waveform data that when processed produces a verbalized prompt comprising one or more words; defining a prompt identifier and slotted data string specifying a grammatical form in which data are to be presented to a user by identifying prompt audio files to be streamed and defining in order specifying where data are to be inserted relative to any prompts audio files that are identified; streaming prompt and TTS digital waveform data to a device that produces; wherein portions of the prompt and TTS digital waveform data are streamed,

in order, based on an ordered defined by the prompt identifier and slotted data string, and prompt digital waveform data is retrieved from prompt audio files corresponding to the prompt identifiers.

However, Denneberg et al. teach the steps of storing a plurality of prompt audio files, each comprising prompt digital waveform data that when processed produces a verbalized prompt comprising one or more words (*col. 4, line 26 to col. 5, line 33*); defining a prompt identifier and slotted data string specifying a grammatical form in which data are to be presented to a user by identifying prompt audio files to be streamed and defining in order specifying where data are to be inserted relative to any prompts audio files that are identified (*col. 13, lines 5-25*); streaming prompt and TTS digital waveform data to a device that produces (*col. 4, line 26 to col. 5, line 33*); wherein portions of the prompt and TTS digital waveform data are streamed, in order, based on an ordered defined by the prompt identifier and slotted data string, and prompt digital waveform data is retrieved from prompt audio files corresponding to the prompt identifiers (*col. 4, line 26 to col. 5, line 33*).

Since the modified Bennett et al. and Denneberg et al. are analogous art because they are from the same field of endeavor, it would have been obvious to one of ordinary skill in the art at the time of invention to further modify Bennett et al. by incorporating the teaching of Denneberg et al. in order to make it easy for the user to follow instructions.

14. Claims 9-11, 13-14, and 35-36 are rejected under 35 U.S.C. 103(a) as being unpatentable over Bennett et al. (US 6633846) in view of Loveland (US 7054819), in view of Denenberg et al. (US 6724864), and further in view of Uppaluru (US 5915001).

15. Regarding claim 6, Bennett et al. further disclose the method of claim 5, further comprising: extracting object data from the result set (*col. 25, lines 19-35*), but fail to specifically disclose the steps of defining a prompt and slotted data string corresponding to a grammatical form in which data are to be presented to a user; embedding the object data into slots in the prompt and slotted data string to produce the feedback data. However, Uppaluru further teaches the steps of defining a prompt and slotted data string corresponding to a grammatical form in which data are to be presented to a user (*col. 19, line 45 to col. 20, line 34*); embedding the object data into slots in the prompt and slotted data string to produce the feedback data (*col. 19, line 45 col. 20, line 34*).

Since Bennett et al. and Uppaluru are analogous art because they are from the same field of endeavor, it would have been obvious to one of ordinary skill in the art at the time of invention to further modify Bennett et al. by incorporating the teaching of Uppaluru in order to ease subscriber's access by automatically filling in the needed fields and guiding the user to input command step by step.

16. Regarding claim 9, Bennett et al. further disclose the method of claim 1, wherein providing feedback data corresponding to data retrieved from the enterprise data system in a verbal format to the user comprises: defining a text string corresponding to

a grammatical form in which data are to be presented to a user (*speech output in figure 1*); embedding data retrieved from the enterprise data system to form an embedded data text string (*col. 25, line 62 to col. 26, line 3*); passing the embedded data text string to a text-to-speech conversion component (*TTS 159 in figure 1*); receiving digital waveform data from the text-to-speech conversion component corresponding to the embedded data text string (*Speech Output in element 158 in figure 1*); streaming the digital waveform data to a device that produces an audible sound in response to processing the digital waveform data to produce a verbalized feedback to the user (*Speech Output in element 158 in figure 1, audio unit is inherently included to produce the audible sound*).

Bennett et al. fail to disclose the step of embedding data retrieved from the enterprise data system in slots defined in the text and slotted data string to form an embedded data text string. However, Uppaluru further teaches the step of embedding data retrieved from the enterprise data system in slots defined in the text and slotted data string to form an embedded data text string (*col. 19, line 45 to col. 20, line 34*).

Since Bennett et al. and Uppaluru are analogous art because they are from the same field of endeavor, it would have been obvious to one of ordinary skill in the art at the time of invention to further modify Bennett et al. by incorporating the teaching of Uppaluru in order to ease subscriber's access by automatically filling in the needed fields and guiding the user to input command step by step.

17. Regarding claim 10, Bennett et al. fail to disclose the method of claim 9, wherein a plurality of text and slotted data strings are defined, each corresponding to a respective system response, further comprising: determining a current navigation context of the user; and selecting an appropriate text and slotted data string from among said plurality of text/prompt and slotted data strings based, at least in pad, on the current navigation context of the user. However, Uppaluru further teach the steps of determining a current navigation context of the user (*col. 18, line 45 to col. 19, line 60*); and selecting an appropriate text/prompt and slotted data string from among said plurality of text and slotted data strings based, at least in pad, on the current navigation context of the user (*col. 18, line 45 to col. 19, line 60*).

Since Bennett et al. and Uppaluru are analogous art because they are from the same field of endeavor, it would have been obvious to one of ordinary skill in the art at the time of invention to further modify Bennett et al. by incorporating the teaching of Uppaluru in order to ease the subscriber's access.

18. Regarding claim 11, Bennett et al. fail to disclose the method of claim 9, wherein a plurality of text and slotted data strings are defined, each corresponding to a respective system response, further comprising: identifying attributes corresponding to data retrieved from the enterprise data system; and selecting an appropriate text/prompt and slotted data string from among said plurality of text and slotted data strings based, at least in pad, on any attributes corresponding to data retrieved from the enterprise data system that are identified.

However, Uppaluru further teach the steps of identifying attributes corresponding to data retrieved from the enterprise data system (*col. 18, line 45 to col. 19, line 60*); and selecting an appropriate text/prompt and slotted data string from among said plurality of text and slotted data strings based, at least in part, on any attributes corresponding to data retrieved from the enterprise data system that are identified (*col. 18, line 45 to col. 19, line 60*).

Since Bennett et al. and Uppaluru are analogous art because they are from the same field of endeavor, it would have been obvious to one of ordinary skill in the art at the time of invention to further modify Bennett et al. by incorporating the teaching of Uppaluru in order to ease the subscriber's access.

19. Regarding claim 13, Bennett et al. fail to disclose the method of claim 12, wherein a plurality of text and slotted data strings are defined, each corresponding to a respective system response, further comprising: determining a current navigation context of the user; and selecting an appropriate text and slotted data string from among said plurality of text/prompt and slotted data strings based, at least in pad, on the current navigation context of the user. However, Uppaluru further teach the steps of determining a current navigation context of the user (*col. 18, line 45 to col. 19, line 60*); and selecting an appropriate text/prompt and slotted data string from among said plurality of text and slotted data strings based, at least in pad, on the current navigation context of the user (*col. 18, line 45 to col. 19, line 60*).

Since Bennett et al. and Uppaluru are analogous art because they are from the same field of endeavor, it would have been obvious to one of ordinary skill in the art at the time of invention to further modify Bennett et al. by incorporating the teaching of Uppaluru in order to ease the subscriber's access.

20. Regarding claims 35-36, the modified Bennett et al. fail to specifically disclose the method of claim 1, further comprising: enabling navigation in the accessed domain through spoken navigation commands, and enabling navigation in the accessed domain using spoken navigation commands. However, Uppaluru further teaches enabling navigation in the accessed domain through spoken navigation commands, and enabling navigation in the accessed domain using spoken navigation commands (*col. 8, lines 31-51 and col. 9, line 38 to col. 10, line 67*).

Since Bennett et al. and Uppaluru are analogous art because they are from the same field of endeavor, it would have been obvious to one of ordinary skill in the art at the time of invention to further modify Bennett et al. by incorporating the teaching of Uppaluru in order to provide convenience for user to navigate the data system using spoken navigation commands.

21. Regarding claim 14, Bennett et al. fail to disclose the method of claim 12, wherein a plurality of text and slotted data strings are defined, each corresponding to a respective system response, further comprising: identifying attributes corresponding to data retrieved from the enterprise data system; and selecting an appropriate text/prompt

and slotted data string from among said plurality of text and slotted data strings based, at least in pad, on any attributes corresponding to data retrieved from the enterprise data system that are identified.

However, Uppaluru further teach the steps of identifying attributes corresponding to data retrieved from the enterprise data system (*col. 18, line 45 to col. 19, line 60*); and selecting an appropriate text/prompt and slotted data string from among said plurality of text and slotted data strings based, at least in part, on any attributes corresponding to data retrieved from the enterprise data system that are identified (*col. 18, line 45 to col. 19, line 60*).

Since Bennett et al. and Uppaluru are analogous art because they are from the same field of endeavor, it would have been obvious to one of ordinary skill in the art at the time of invention to further modify Bennett et al. by incorporating the teaching of Uppaluru in order to ease the subscriber's access.

22. Claims 21-27 are rejected under 35 U.S.C. 103(a) as being unpatentable over Uppaluru (US 5915001) in view of Loveland (US 7054819), and further in view of Denenberg et al. (US 6724864).

23. Regarding claim 21, Uppaluru discloses a method for accessing an enterprise data system via a telephone, comprising:

providing a voice user interface that enables:

access to a plurality of domains (*figure 3 includes a plurality of domains*), navigation and querying of data from an accessed domain using spoken navigation and query commands, wherein each of a plurality of domains comprises data corresponding to a respective type of object in the enterprise data system (*col. 8, lines 31-51 discussing spoken navigation; col. 9, line 38 to col. 10, line 67 discussing spoken query commands to search web services*); and

providing feedback data in a verbal format via the telephone connection in response to spoken navigation and spoken query commands, wherein the providing the feedback data comprises:

performing a text-to-speech conversion on retrieved data to generate audio data (*col. 8, lines 10-30 discussing verbal output; col. 10, lines 29-67, retrieving quested data*).

Uppaluru fails to specifically disclose enabling a telephone connection to a voice access system and authenticating the telephone connection using a user identifier, wherein the authenticating comprises: querying a database with the user identifier, and in response to the querying, verifying the user identifier and receiving from the database an enterprise data system log-in data comprising a password for the enterprise data system; automatically logging into the enterprise data system using the enterprise data system log-in data.

However, Loveland teaches enabling a telephone connection to a voice access system and authenticating the telephone connection using a user identifier, wherein the

authenticating comprises: querying a database with the user identifier, and in response to the querying, verifying the user identifier and receiving from the database an enterprise data system log-in data comprising a password for the enterprise data system (*the operation of figure 8 or referring to col. 19, line 55 to col. 20, line 58, user's voice is authenticated by the voice print application 200; the voice print application then retrieves identification/password stored field 536 from the voice authentication database 530 to log the user into the data system*); automatically logging into the enterprise data system using the enterprise data system log-in data (*col. 19, line 55 to col. 20, line 58*).

Since Uppaluru and Loveland are analogous art because they are from the same field of endeavor, it would have been obvious to one of ordinary skill in the art at the time of invention to modify Uppaluru by incorporating the teaching of Loveland in order to improve speaker authentication scheme to prevent unauthorized user from gaining access to provided services.

The modified Bennett et al. still fail to specifically disclose the step of interspersing the audio data with waveform data of prompts to generate a verbalized system response. However, Denenberg et al. teach the step of interspersing the audio data with waveform data of prompts to generate a verbalized system response (*see abstract section*).

Since the modified Bennett et al. and Denenberg et al. are analogous art because they are from the same field of endeavor, it would have been obvious to one of ordinary skill in the art at the time of invention to further modify Bennett et al. by

incorporating the teaching of Deneberg et al. in order to provide quality dialog with the user.

24. Regarding claims 22-23, Uppaluru further discloses the method of claim 21, wherein the voice user interface includes a set of global voice commands that enables the user to jump from a current domain to a new domain (*col. 8, lines 32-51, "next" and "previous" commands and/or col. 17, lines 37-57*), and wherein the voice user interface includes voice commands that are context sensitive to a current navigation context of the user, such that the user may navigate to another navigation context from a current navigation context using navigation voice commands that are based, at least in pad, on the current navigation context of the user (*col. 17, lines 37-57*).

25. Regarding claim 24, Uppaluru further discloses the method of claim 21, further comprising: generating a data query to retrieve data from the enterprise data system, said data query returning a plurality of data sets pertaining to an object to which the ad hoc query corresponds to (*col. 19, lines 56-60, "results"*); and enabling the user to browse the plurality of data sets using verbal input (*col. 19, lines 32-45, "navigate appropriate hyper links"*).

26. Regarding claim 25, Uppaluru further disclose the method of claim 21, further comprising: maintaining navigation tracking information for the user that identifies navigation locations the user has previously navigated to (*col. 8, lines 32-51, the "next"*

command and/or col. 19, lines 1-60); and selecting system prompts based on the navigation tracking information for the user such that the user is presented with a different system prompt if the user has not previously navigated to a current navigation location than the user is presented with if the user has previously navigated to the current navigation location (*col. 19, lines 1-60*).

27. Regarding claim 26, Uppaluru further disclose the method of claim 21, wherein the ad hoc query comprises a request to retrieve data corresponding to a domain the user is currently in that is provided to the enterprise data system and returns a plurality of data sets comprising header data identifying items pertaining to the current domain, further comprising: enabling the user to browse the header data on an item-by-item basis using verbal navigation commands (*col. 19, lines 32-45*); and reading the header data corresponding to each item in response to a user navigation to that item (*col. 19, lines 46-60*).

28. Regarding claim 27, Uppaluru further discloses the method of claim 26, further comprising: enabling the user to request detail information corresponding to an item that is currently being browsed (*col. 29, lines 24-60*); retrieving detail information from the enterprise database corresponding to the item currently being browsed (*col. 29, lines 24-60*); and reading the detail information to the user via the telephone connection (*col. 29, lines 24-60*).

Conclusion

THIS ACTION IS MADE FINAL. Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire THREE MONTHS from the mailing date of this action. In the event a first reply is filed within TWO MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the mailing date of this final action.

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Huyen X. Vo whose telephone number is 571-272-7631. The examiner can normally be reached on M-F, 9-5:30.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Patrick Edouard can be reached on 571-272-7603. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see http://pair-direct.uspto.gov. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

HXV

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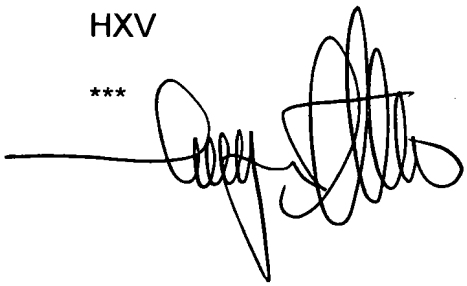

10/6/2007